

Incontinence Supplies Guidance



The purpose of this memo is to provide the Medicare-Medicaid Plans as well as Community Long Term Care and Community and Facility Services clarifying guidance to managing incontinence supplies, effective August 15, 2015. This guidance pertains to all Healthy Connections Prime members receiving incontinence supplies or with an application submitted for incontinence supplies. All supplies will be managed outside of the Phoenix system, with the exception of current waiver members under the six month continuity of care provision.

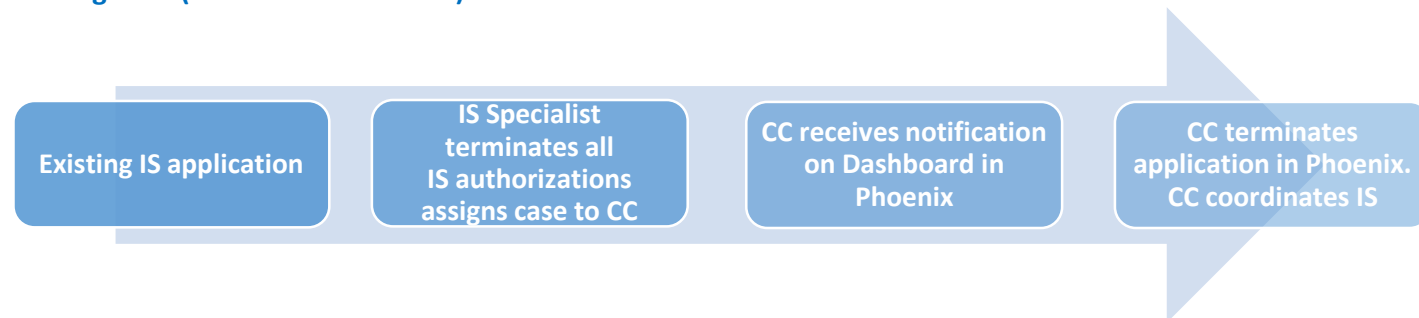
Non-waiver Incontinence Supply Management

All Healthy Connections Prime non-waiver members, including new referrals and or current recipients, will have their applications assigned to the MMP Care Coordinator (CC) via Phoenix. The Incontinence Supplies (IS) Specialist will terminate all authorizations in Phoenix for existing applications prior to assigning the application. Once the Care Coordinator receives the notice of assignment, he or she will then terminate the application in Phoenix. The MMP will be responsible for assessments, doctor's certification, and authorizations. MMPs must adhere to the Continuity of Care provision for those currently receiving incontinence supplies. Under this provision, members will maintain the same providers at the current authorization level. MMPs will need to ensure they acquire the Physician Certification of Incontinence Supplies.

New Referrals (Non-waiver Member)



Existing Case (Non-waiver Member)

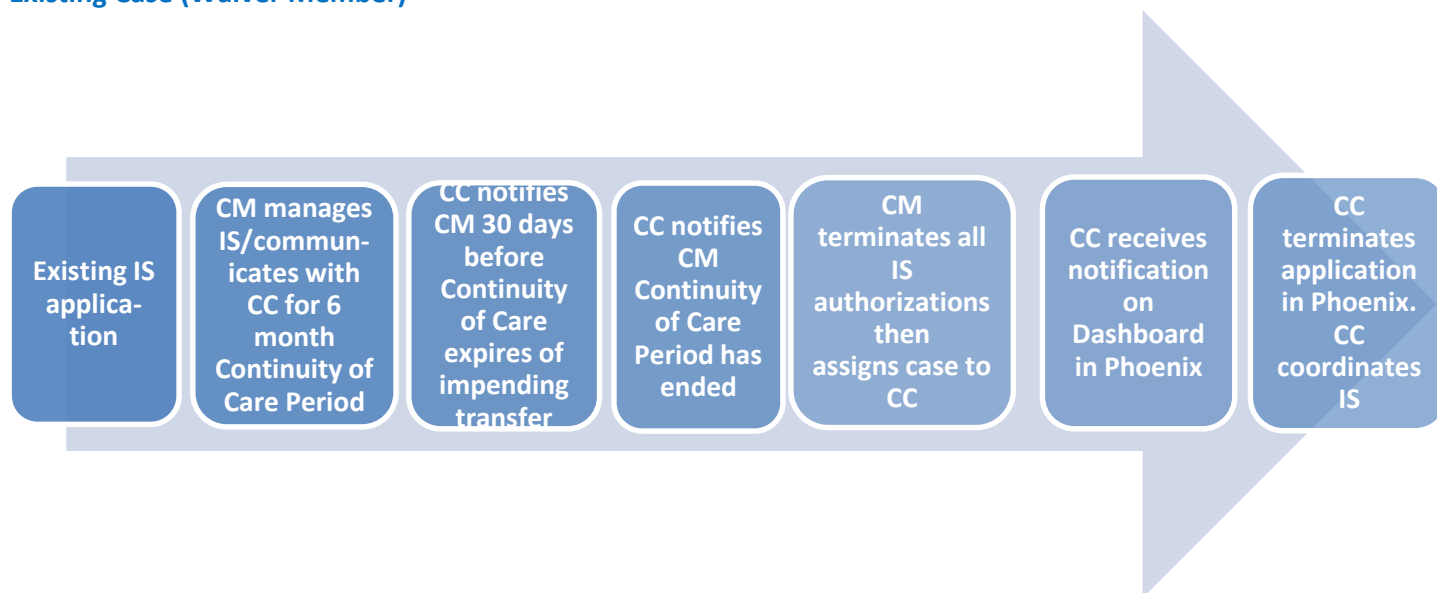


CLTC Waiver Incontinence Supply Management for Current Recipients

Current Healthy Connections Prime waiver members receiving incontinence supplies will continue to be managed by the Waiver Case Manager in Phoenix for the six (6) month Continuity of Care period. During this period, members will maintain, at minimum, the same providers and authorization level managed by the Waiver Case Manager (CM). This will include the authorization of supplies for members. The MMP Care Coordinator will notify the Case Manager, by email, thirty (30) days in advance of the upcoming expiration of the Continuity of Care provision. Once the period has expired, the MMP Care Coordinator will notify the Case Manager by email that the case can be assigned to them. The Case Manager will terminate all incontinence authorizations when assigning the application to the Care Coordinator. Upon receipt of notification of the assignment, the MMP Care Coordinator will terminate the application in Phoenix. All communications must be documented in the Narrative section of Phoenix.

During the six (6) month Continuity of Care period, the Waiver Case Manager should discuss any changes including provider of choice or authorization level with the MMP Care Coordinator; however, the Waiver Case Manager is still responsible for submitting all changes via Phoenix. If there is a request to change providers, the case should be transferred to the MMP Care Coordinator at that time. The Case Manager will terminate all incontinence authorizations when assigning the application to the Care Coordinator. Once the case has been assigned to the MMP Care Coordinator, the MMP Care Coordinator will terminate the application in Phoenix.

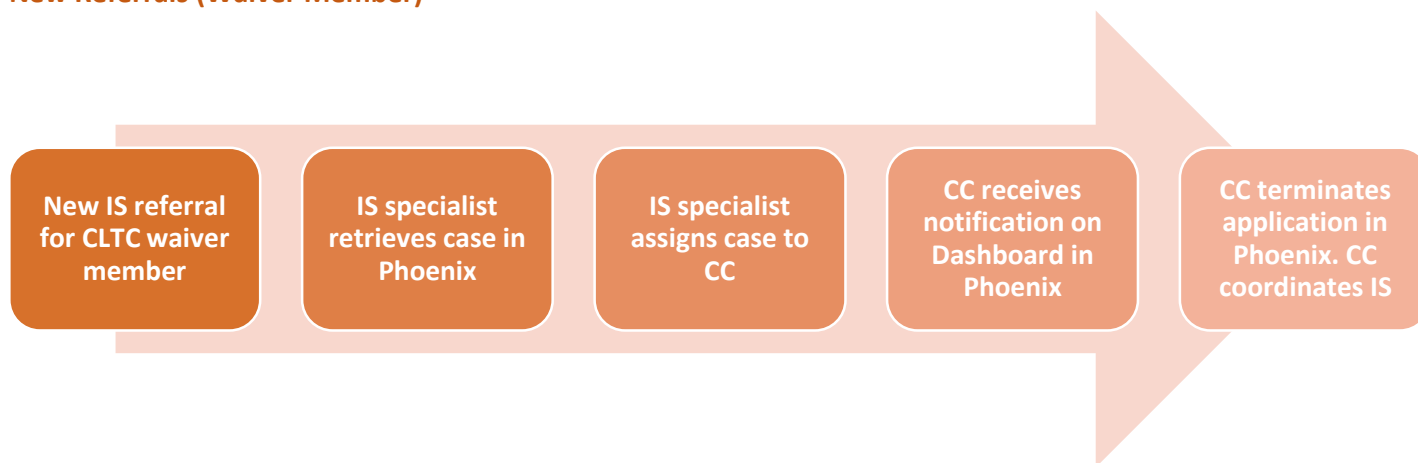
The MMP will assume all management of incontinence supplies once the application is terminated in Phoenix.

Existing Case (Waiver Member)

CLTC Waiver Incontinence Supply Management for New Referrals

New referrals for Healthy Connections Prime waiver participant members will be assigned to the MMP Care Coordinator. Once the MMP Care Coordinator receives the notice of assignment, he or she will then terminate the application in Phoenix. Any Waiver Case Manager who has an existing Healthy Connections Prime member that develops a need for incontinence supplies will notify the MMP Care Coordinator, by email. The Waiver Case Manager will not open an application for incontinence supplies. The MMP will be responsible for assessments, doctor's certification, and authorizations. All communications must be documented in the Narrative section of Phoenix. Any member receiving incontinence supplies from the MMP that becomes a waiver member will continue to have his or her supplies managed by the MMP Care Coordinator.

New Referrals (Waiver Member)



Provider Information/Certification of Incontinence Form

MMPs can obtain provider information and view documentation of receipt of certification forms in Phoenix. MMP Care Coordinators can access provider details in two ways: by reviewing the Narrative section, which has the recorded data entered by the Incontinence Supply Specialist or Waiver Case Manager, or by accessing “All Authorizations” under the Waiver Supports tab. Physician Certification of Incontinence Forms are located under the Forms tab. Acknowledgement of receipt by the provider of the certification is shown in this section. These forms are kept on file by the provider and cannot be viewed in Phoenix by the MMPs.

Incontinence Supply Management Process Map

